IoT SUS Survey

Start of Block: Information Sheet

Participant Information Sheet   Project Title:**Usable Transparency in Smart Homes**

**What is the study about?** We invite you to participate in a survey about transparency in connected ‘smart’ devices, such as voice assistants, lights, thermostats, and other forms of home automation.  
   
 The purpose of this research project is to understand and document some of the approaches, interests, and challenges faced by potential users of smart devices, and to identify ways in which the workings of these devices can be made more transparent and easy to understand.  
   
 This research is being conducted by [redacted]

**Do I have to take Part?** Participation is entirely voluntary. This information sheet has been written to help you decide if you would like to take part. If you do decide to take part, you will be free to withdraw at any time without prejudice and without providing a reason, now or in the future. All questions are optional, and you are free to skip any questions that you would prefer not to answer. After completing the study, you can contact either of the researchers at the email addresses above if you would like your data to be deleted, though this can only be done up to the point where the study is published.

**What would I be required to do?** You will be asked questions relating to your experiences and interests with regard to smart devices, and technology more broadly. We will present you with two hypothetical scenarios in a smart home context, alongside a prototype system which describes how it would provide you with more information. You will then be asked a series of questions relating to this prototype.  
We will also ask you about how designers should make smart homes more transparent more broadly.  
   
Importantly, while the scenarios are somewhat technically oriented in nature, you do not have to be a technical person in order to contribute. Indeed, we are particularly interested in how these challenges can be made easier to understand for those with a broad range of technical experiences. We do not foresee any questions being particularly sensitive, however, you are free to skip any questions which you are not comfortable with answering, as outlined above.     
  
At the end of the study, you will be asked a few optional demographic questions in order to help us with our analysis. Providing this information is entirely optional, and you can still take part in the survey if you do not wish to provide it.   
  
Following this, you will be given an MTurk code on completion. Enter this code into MTurk to receive credit for taking part.

**Will my participation be anonymous and confidential?** Yes. The data we receive from this survey will not contain any identifiable information. Your answers will be combined with the answers from other survey respondents. Following this research, we may make some anonymised information (e.g. answers) available on request to other researchers, so that they can scrutinise and verify our findings.

**Is this research commercial?** No. We do not intend to commercialise any aspect of this research. Our interest in this work is solely academic, exploring what ‘good’ design might look like in the context of transparent smart devices.

**Are there any potential risks to taking part?** We have not identified any specific risks associated with participating in this study.

**Who funds this research project?** [redacted]

**Questions** If you have any questions, please feel free to contact either researcher at the details provided on the consent form (next page). You can do so before starting, during, or after completing the study.

**Consent and Approval** This research proposal has been scrutinised and been granted Ethical Approval through the university ethical approval process.

**What should I do if I have concerns about this study?** A full outline of the procedures governed by the University Research Ethical Committee is available at: [redacted]

End of Block: Information Sheet

Start of Block: Consent Form

Consent Form   
    
We ask that you to consider the following points before proceeding. Completing this form confirms that you are an adult over 18 years of age and are happy to participate in this user study. If you have any questions before, during, or after the study, please don’t hesitate to email us via the contact details below.

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   Please check each statement concerning the collection and use of the research data:   **- I have read and understood the participant information sheet.**   **- I have been given the opportunity to ask questions and have had them answered to my satisfaction.**   **- I understand that my participation is voluntary and that I am free to withdraw at any time without giving a reason.**   **- I understand that all questions are optional.**   **- I understand that my data will be pseudonymised (including the removal of any names or specific locations mentioned).**   **- I understand that answers I give may be included in a research publication in a way which is non-identifiable.**   **- I understand that non-identifiable data from this user study will be collated with the answers of other participants and the dataset will made available online for research transparency purposes.**

* I have read and agree with each of the above statements, and I agree to take part in the study.

Participation in this research is completely voluntary and your consent is required before you can participate. If you decide at a later date that you would like your data to be destroyed, we will delete all of your data. However, this will only be possible up to the point when the dataset is made available online.

**Researcher Contact Information**  
   
[redacted]

End of Block: Consent Form

Start of Block: Introduction

In this study we will ask your opinions on a prototype system which aims to provide more transparency and oversight over a smart home.  
   
 Importantly, we are not asking you to evaluate the functionality of the smart home itself, but rather, only the way in which the prototype allows you to investigate and explore what is happening within the smart home.

End of Block: Introduction

Start of Block: Design - Bulb

**Misbehaving Lightbulb**   
    
One of your smart lightbulbs has started behaving strangely. At random times, it might change colour, change brightness, or start flashing rapidly, seemingly unprompted.   
    
You decide to use the prototype system to investigate and understand what is going on.

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| Page Break |  |

You first open the home screen.

You notice that the system has detected possible issues with one of your devices.  
  
  
You click on this warning to get more information, and this takes you to a summary page.

The system has identified that a kitchen light is behaving erratically, and provides some further options to explore.  
  
  
You select that you want to view the system logs of the device.

The system logs show details of the interactions with your smart bulb, and where these commands are originating from.

Why do you think your bulb has started acting erratically?

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How confident are you in your answer

* Not at all confident
* Somewhat confident
* Extremely confident

Please elaborate on your previous answer

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End of Block: Design - Bulb

Start of Block: Design - Adverts

**Investigating Adverts**   
    
You've recently purchased a smart doorbell to add to your growing collection of smart items. This allows you to see video footage from your front garden whenever someone rings your doorbell.   
    
Around the same time, you start receiving adverts on your smart TV for gardening products. As an avid gardener, you're curious as to what might be causing this, and whether this is related to your new smart doorbell.   
    
You decide to use the prototype system to investigate and understand what is going on.

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| Page Break |  |

You first open the home screen.

You click on Data to see what information might be involved in driving the adverts.  
  
  
From here, you select Preferences & Inferences and then find gardening.

You click on it to see further information.  
  
  
This then takes you to a page with information about the Gardening inference.

From here, you can see how this inference was generated and which devices have been making use of it.

What do you think led to these adverts on the Smart TV? To what extent was the doorbell involved?

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How confident are you in your answer

* Not at all confident
* Somewhat confident
* Extremely confident

Please elaborate on your previous answer

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End of Block: Design - Adverts

Start of Block: Design SUS

To what extent do you agree with the following?

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|  | Strongly disagree | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Strongly agree |
| If I had a smart home, I would like to use this system frequently. |  |  |  |  |  |
| I find the system unnecessarily complex. |  |  |  |  |  |
| I think the system is easy to use. |  |  |  |  |  |
| I think that I would need the support of a technical person to be able to use this system. |  |  |  |  |  |
| I find the various functions in this system to be well integrated. |  |  |  |  |  |
| I think there is too much inconsistency in this system. |  |  |  |  |  |
| I would imagine that most people would learn to use this system very quickly. |  |  |  |  |  |
| I find the system very cumbersome to use. |  |  |  |  |  |
| I would feel very confident using the system. |  |  |  |  |  |
| I would need to learn a lot of things before I could get going with this system. |  |  |  |  |  |

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Reflecting on the prototype system's interface, what do you like or find good about it?

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Reflecting on the prototype system's interface, what do you dislike or find bad about it?

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How do you think this interface could be made better? Are there any gaps or areas for improvement in what you would like from such a system?

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End of Block: Design SUS

Start of Block: Requirements

**Requirements for Transparent Smart Homes**   
  
 We're now going to show you some requirements for how smart homes could be made more transparent.   
    
Requirements are a set of rules that the designers of smart home systems should follow. They allow people to specify what features the system should contain, and how it should work.   
    
These are broadly grouped into five categories.  
   
 Note that the requirements inside are meant as examples to illustrate the types of requirements that each category would contain. There may be many other requirements relating to these themes in practice, and our examples are non-exhaustive.

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How would you prioritise these categories of requirements in terms of importance to you?  
  
  
You can allocate 100 points, distributed across each of the five categories  
  
  
  
Note, the total must equal 100.

**Oversee** - Gaining an overview of the smart home's operation : \_\_\_\_\_\_\_

**Notify** - Being notified when something needs attention : \_\_\_\_\_\_\_

**Explore** - Browsing specific information about the smart home and its devices : \_\_\_\_\_\_\_

**Investigate** - Records allowing specific issues to be investigated : \_\_\_\_\_\_\_

**Usability** - Ease of use and user support : \_\_\_\_\_\_\_

Total : \_\_\_\_\_\_\_\_

Are there other categories of transparency requirements you think should be included?   
    
If so, please elaborate on what they might be.

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End of Block: Requirements

Start of Block: Oversee

This question concerns the **Oversee** category of requirements.

The specific requirements presented above are illustrative examples of the types of requirements that this category may contrain.  
  
 What are your general thoughts regarding these sorts of requirements?

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What other requirements do you think would fit into this category? What do you think is important for the system to do?

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How do you think these sorts of requirements could best be implemented?

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End of Block: Oversee

Start of Block: Notify

This question concerns the **Notify** category of requirements.

The specific requirements presented above are illustrative examples of the types of requirements that this category may contrain.   
  
  
  
What are your general thoughts regarding these sorts of requirements?

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What other requirements do you think would fit into this category? What do you think is important for the system to do?

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How do you think these sorts of requirements could best be implemented?

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End of Block: Notify

Start of Block: Explore

This question concerns the **Explore** category of requirements.

The specific requirements presented above are illustrative examples of the types of requirements that this category may contrain.   
  
  
  
What are your general thoughts regarding these sorts of requirements?

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What other requirements do you think would fit into this category? What do you think is important for the system to do?

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How do you think these sorts of requirements could best be implemented?

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End of Block: Explore

Start of Block: Investigate

This question concerns the **Investigate** category of requirements.

The specific requirements presented above are illustrative examples of the types of requirements that this category may contrain.   
  
  
  
 What are your general thoughts regarding these sorts of requirements?

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What other requirements do you think would fit into this category? What do you think is important for the system to do?

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How do you think these sorts of requirements could best be implemented?

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End of Block: Investigate

Start of Block: Usability

This question concerns the **Usability** category of requirements.

The specific requirements presented above are illustrative examples of the types of requirements that this category may contrain.   
  
  
  
 What are your general thoughts regarding these sorts of requirements?

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What other requirements do you think would fit into this category? What do you think is important for the system to do?

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How do you think these sorts of requirements could best be implemented?

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End of Block: Usability

Start of Block: Demographic

How would you evaluate your knowledge of the following?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | No knowledge | Some knowledge | Average level of knowledge | Advanced knowledge | Expert knowledge |
| Technical expertise |  |  |  |  |  |
| Smart devices |  |  |  |  |  |
| Smart homes |  |  |  |  |  |

Which of the following devices (if any) do you have connected to the Internet in your home?

|  |  |  |  |
| --- | --- | --- | --- |
|  | I don't have this | I have one or more of these | I don't know |
| Lightbulbs |  |  |  |
| Voice assistants / smart speakers |  |  |  |
| Cameras |  |  |  |
| Thermostats |  |  |  |
| TV |  |  |  |
| Doorbells |  |  |  |
| Plugs and plug sockets |  |  |  |
| Child monitor |  |  |  |
| Door locks |  |  |  |
| Kitchen appliances |  |  |  |
| Exercise and health equiment |  |  |  |
| Other smart home device (please specify) |  |  |  |

To what extent are you concerned about transparency within smart homes?

* Not concerned at all
* Somewhat concerned
* Extremely concerned

Please explain your answer to the above question.

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In general, to what extent are you interested in how your smart devices operate and behave?

* I'm not at all interested
* I'm somewhat interested
* I'm extremely interested

Please explain your answer to the above question.

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What do you think could be done to generally make smart homes and their operation more transparent, understandable and informative than they currently are?

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|  |  |
| --- | --- |
| Page Break |  |

Gender:

* Female
* Male
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to say

Age:

* 18 - 29
* 30 - 39
* 40 - 49
* 50 - 59
* 60+
* Prefer not to say

Region:

* Australia
* Belgium
* Denmark
* Finland
* Germany
* Ireland
* Netherlands
* Norway
* Sweden
* UK
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

End of Block: Demographic

Start of Block: MTurk Code

Thank you for taking part. **Here is your MTurk code: ${e://Field/Random%20ID}**   
    
Copy this value to paste into MTurk.   
    
When you have copied this value, please click the next button to complete the study.

End of Block: MTurk Code